Addendum to Request for Qualifications for Full-Service Information Technology Management and Support

Tampa Bay Regional Planning Council
4000 Gateway Centre Boulevard, Suite 100
Pinellas Park, FL 33782

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1. **Will site visits be scheduled prior to RFQ response due date?**
   No, site visits will only be available to the shortlisted firms (3-5 total) who make the first cut. Shortlisted firms will be notified on Wednesday, October 18, 2023. Site visits and interviews will be scheduled for the week of October 23, 2023.

2. **Would the selected firm be responsible for maintaining the Audio/Visual conferencing equipment?**
   The selected IT Services firm would be responsible for any software and hardware AV touchpoints. For example, the selected firm would be responsible for supporting the computer used to project PowerPoint presentations in the AV-equipped room or Zoom issues when using the conferencing computer. The selected firm would not be responsible for a microphone issue, for example.

3. **Would the selected firm be responsible for maintaining the tbrpc.org website?**
   The selected firm would not be responsible for tbrpc.org website content creation or style changes. Our graphic designer handles that as well as general maintenance of the WordPress site and backend. However, we would expect some back-up assistance/troubleshooting help from the selected IT Services firm if there are any major issues. But, overall, we expect website support to be minimal and we do not expect the selected firm to be website developers.

4. **What model of Datto backup appliance is currently in use?**
   The model number is S4P6.

5. **Is your O365 hosted with GoDaddy or directly with Microsoft?**
   Microsoft

6. **Is your O365 direct billed or done through your current technology partner?**
   TBRPC pays Microsoft directly for our licenses.

7. **Please specify license levels and quantities of Microsoft 365 licenses.**
   We have 20 "Business Standard" licenses.

8. **Are there any Terms and Conditions required by TBRPC?**
   The most important condition is that the awarded firm be available to start work beginning on November 13, 2023. The selected firm must work with the outgoing IT Services firm to ensure a smooth transition of service, especially the storage of our fileshare and MS365 environment. The current vendor's contract ends December 15, 2023. This allows for 4-5 weeks of overlap. The initial contract term (for the newly selected firm) will end on September 30, 2024. Following the initial contract term, renewal options must be available annually or monthly to align with the fiscal year of October 1 through September 30.

9. **Will there be a short list?**

   Yes, we will create a shortlist for the interview stage. Shortlisted firms will be notified on Wednesday, October 18, 2023.

10. **Will we be required to present in person?**

    Yes, we would like the short-listed vendors to come to the TBRPC office for an interview, but also so they may check out our site and get a better sense of what our tech is like.

11. **How much storage is being utilized in SharePoint?**

    We have 284GB of storage in SharePoint today. Also, please keep in mind we have a fileshare stored in a Virtual Machine as well. The fileshare is 3.64TB. We access the fileshare via Windows Explorer through network drives. We are interested in migrating the fileshare somewhere else (cloud) once we select a new vendor, possibly SharePoint or AWS.

12. **What are the top priorities once the new company starts?**

    Once the new IT Services firm is awarded and the contract between the firm and TBRPC is finalized, we expect the following items to be top priorities:

    a. Ensure continuity of TBRPC's IT system and determine which aspects of the system need to be migrated away from the current IT firm's control, such as the Virtual Machine that houses our fileshare. Other examples include MS365 administrative rights, Bitdefender administration, and system backups.

    b. Create an inventory of IT system, which includes all hardware and computers. TBRPC staff has a basic inventory of laptops, subscriptions, and software, but we expect the newly selected firm to add more detail and effectively manage our hardware and software over time, especially to track warranties, eliminate system redundancies, and ensure efficacy.

    c. Create a diagram of our server room that labels with pictures and details in plain language the significance of each piece of equipment, its interdependencies with other equipment, potential fail points, and troubleshooting instructions for staff.

    d. WiFi at our office is a top priority for us. We have about 70-80 people in the office once or twice a month. Our WiFi has been problematic over the last 2 years. We expect the selected firm to evaluate our WiFi network and internet plan and recommend steps to correct this problem.